

# Senior Services Department

City of Newton Performance Management Scorecard  
April 2012

## Traffic Light Key

Green = actual value meeting or exceeding the target  
Yellow = actual value within 10% of meeting target  
Red = actual value worse tmore than 10% away from meeting target

## Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date  
Yellow = cumulative Year-to-Date the same as Last Year-to-Date  
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

Metric	Yearly Goal	Avg.	Target	Actual	Result	LYTD	YTD	Trend
<b>1. Provide social work and advocacy services to seniors and their families to help them access resources</b>								
Number of seniors receiving case management	Maintain or increase the number of seniors receiving case management/social work services	82	82	86		691	827	
% of requestors who receive assistance	Maintain the % of people receiving assistance.	95	95	100			100	
% of aid received within 30 days of request	Maintain the % of seniors receiving the service requested within 30 days of initial contact.	95	95	100			100	
<b>2. Provide quality transportation services for seniors to important locations</b>								
Number of unique riders	Maintain or increase the number of riders accessing transportation services	231	231	222		2405	2245	
Total rides provided	Maintain or increase the number of rides provided.	1509	1509	1571		16135	15153	
<b>3. Provide programs and services at the Newton Senior Center that improve participants' quality of life, health, and happiness.</b>								
Number of programs offered	Maintain or increase the number of programs offered	49	49	52		475	526	
Number unique program participants	Maintain or increase the number of program participants	481	481	530		3721	4936	
Total program participants	Maintain or increase program participation	1600	1600	1045		9663	10606	

## Notes

Case Management is provided by the department's social workers and includes: assessment of needs, education about the resources that support the needs, referral to those resources, assistance in the application/eligibility process for each individual resource, and advocacy when needed to assure the delivery of the resource by the particular agency. The data provided for number of unique program participants and total program participants is dependent on participant use of a program sign in software system. Not all participants sign in.